



# MUNI Service Delivery Daily Report

Friday , November 20, 2009





## CONTENT

- *NOT OUTS FOR THE AM RUSH HOUR* 3
- *NOT OUTS FOR THE PM RUSH HOUR* 4
- *DAILY NOT OUTS & RDO REPORT* 5
- *ACCIDENTS & LINE DELAYS > 20 MINUTES* 6
- *OPERATORS ABSENTEEISM REPORT* 8

<b>Not-Outs: No Operators</b>	<b>Not-Outs: No Equipment</b>	<b>Late Pull-outs: No Operators</b>	<b>Late Pull-outs: No Equipment</b>	<b>Lines affected</b>
-------------------------------	-------------------------------	-------------------------------------	-------------------------------------	-----------------------

**0800 SATURDAY 112109 NOLO REPORT**

<b>Cable Car</b>	0	0	0	0	
<b>Flynn</b>	4	0	0	0	9=1. 9X=3
<b>Kirkland</b>	0	0	0	0	
<b>Woods</b>	0	0	0	0	
<b>Potrero</b>	1	0	0	0	14=1
<b>Presidio</b>	8	0	0	0	1=1, 5=2, 21=2, 31=1, 45=1
<b>Green</b>	2	0	0	0	M=1, K/T=1
<b>F line</b>	0	0	0	0	
<b>TOTAL</b>	15	0	0	0	
<b>Special Events</b>					
<b>Emergency Equipment Demand - Reason</b>					
Division					
Number of coaches					

<b>Not-Outs: No Operators</b>	<b>Not-Outs: No Equipment</b>	<b>Late Pull-outs: No Operators</b>	<b>Late Pull-outs: No Equipment</b>	<b>Afected lines</b>
-------------------------------	-------------------------------	-------------------------------------	-------------------------------------	----------------------

**Runs Not Out and Late Out for Rush Hours**  
**FRIDAY 11 / 20 / 09**  
 Afternoon report

<b>Cable Car</b>	0	0	0	0	
<b>Flynn</b>	5	0	1	0	9=1 14L=2 38=2
<b>Kirkland</b>	12	0	0	0	2=3 10=3 12=2 19=1 28=1 43=1 47=1
<b>Woods</b>	16	0	0	0	16X=1 23=2 27=1 26=1 44=2 36=1 48=1 67=1 29=1 54=2 71=2 89=1
<b>Potrero</b>	15	0	0	0	7=1 14=6 22=5 30=1 49=1 33=1
<b>Presidio</b>	27	0	0	0	1=9 3=1 4=1 5=5 21=3 30=1 31=6 45=1
<b>Metro</b>	5	0	1	0	S=1 N=2 M=1 J=1
<b>F line</b>	1	0	0	0	
<b>TOTAL</b>	<b>81</b>	<b>0</b>	<b>1</b>	<b>0</b>	

**Special Events**

Emergency Equipment Demand - Reason

Division

Number of coaches

**REPORT DATA COMPILED AS OF - 1600HRS**

	Runs Missed	RDO	Missed Runs %	Daily Runs Scheduled	Daily Runs Missed	Daily RDO	Daily Missed Runs %
<b>Missed Service By Division Due To No Regular Day Off (RDO)</b>							
FRIDAY 11/20/2009							
Revised 6/15/09							
<b>Cable Car one-piece</b>	0	1	0.0%	49	0	1	0.0%
<b>Cable Car multi-piece</b>	0		0.0%				
<b>Flynn one-piece</b>	2	0	5.3%	154	4	0	2.6%
<b>Flynn multi-piece</b>	4		5.9%				
<b>Kirkland one-piece</b>	7	0	12.3%	212	9	0	4.2%
<b>Kirkland multi-piece</b>	4		4.0%				
<b>Woods one-piece</b>	9	0	10.3%	251	13	0	5.2%
<b>Woods multi-piece</b>	8		8.0%				
<b>Potrero one-piece</b>	6	0	9.0%	212	13	0	6.1%
<b>Potrero multi-piece</b>	14		15.7%				
<b>Presidio one-piece</b>	19	0	36.5%	174	34	0	19.5%
<b>Presidio multi-piece</b>	30		35.3%				
<b>Metro one-piece</b>	2	14	3.0%	146	2	14	1.4%
<b>Metro multi-piece</b>	0		0.0%				
<b>F Line one-piece</b>	1	0	10.0%	33	2	0	6.1%
<b>F Line multi-piece</b>	2		22.2%				
<b>System total</b>				<b>1231</b>	<b>77</b>	<b>15</b>	<b>6.3%</b>

## Accidents

Fri Nov 20, 2009

TIME DATE	CALL FROM DIVISION	To CC	OP#	RUN	LINE	VEH	LOCATION	NATURE OF OCCURRENCE ACTION TAKEN	DELAY			
									DI	START	END	CC
07:33 11/20/09	E OPERATOR GV	88	17	163	F	1077	MARKET & GOUGH (IB)	ARMED ROBBERY OF PASSENGER	IB	07:33	07:40	20
							<b>1078670</b>	SENIOR STAFF & SAFETY*, SFPD # 3-B-48, INSP T JULIAN, INSP PINTO. <b>VEH DELAY: 00:07 LINE DELAY: 00:07</b>	LD	<b>07:33</b>	<b>07:40</b>	
13:44 11/20/09	R OPERATOR CA	26	29	009	59	0023	POWELL & MARKET (IB)	PASS GETTING OFF & SLIPPED ON THE STEPS	IB	13:44	14:13	26
							<b>1078751</b>	INSP A. FORSE RESP. MEDIC 89 TRANSPORTED PASS TO ST FRANCIS HOSPITAL. NO 799. JOE RANCE*, SYSTEM SAFETY*, CLAIM 6A40* <b>VEH DELAY: 00:29</b>				
16:17 11/20/09	T OPERATOR ME				N	1477	9TH AVENUE BETWEEN IRVING ST & JUDAH ST (OB)	LRV/AUTO ACCIDENT (MINOR)	OB	16:17	16:28	74
							<b>1078767</b>	[LRV2=1456]SENIOR STAFF/SYSTEM SAFETY; LSGP;311 CENTER* INSP J CHAVEZ & MRU 4S24 RESPONDED AND CLEARED; NO INJURIES REPORTED; NO ^R^ FORM; NO 799 TEST; INSP R GUZMAN* <b>VEH DELAY: 00:11 LINE DELAY: 00:11</b>	LD	<b>16:17</b>	<b>16:28</b>	

## Line Delays $\geq$ 20 Minutes

TIME DATE	CALL FROM DIVISION	To CC	OP#	RUN	LINE	VEH	LOCATION	NATURE OF OCCURRENCE ACTION TAKEN	DELAY			
									DI	START	END	CC
15:14 11/20/09	R CABLE MACHINE CA	26			60		HYDE STREET (IB,OB)	CABLE MACHINERY REPORTED OF WATER AT HYDE STREET TABLE & STOPPED CABLE FOR CLEAN UP.	IB LD	15:14 15:14	18:20	26
					<b>1078607</b>		CABLE MACHINERY, CABLE SHOP RESP. Y. KWAN*, J. RANCE*, 311*, 3 SHUTTLE COACH RUNNING ON HYDE LINE. <b>LINE DELAY: 03:06</b>					

	Schedul ed	Total Unavailable	Sick	Vacation	Unplanned Leave*	Other Reasons+	Total Unavailable	Sick	Vacation	Unplanned Leave*	Other Reasons+
<b>Full-Time Operators Absenteeism</b>											
<b>Day: FRIDAY, NOVEMBER 20, 2009</b>											
Green	242	63	20	9	18	16	26.0	8.3	3.7	7.4	6.6
Cable Car	140	38	13	2	14	9	27.1	9.3	1.4	10.0	6.4
Potrero	268	59	27	2	20	10	22.0	10.1	0.7	7.5	3.7
Presidio	206	66	42	9	4	11	32.0	20.4	4.4	1.9	5.3
Kirkland	255	52	15	10	14	13	20.4	5.9	3.9	5.5	5.1
Woods	300	64	16	7	25	16	21.3	5.3	2.3	8.3	5.3
Flynn	201	50	21	6	17	6	24.9	10.4	3.0	8.5	3.0
<b>Total</b>	<b>1,612</b>	<b>392</b>	<b>154</b>	<b>45</b>	<b>112</b>	<b>81</b>	<b>24.3%</b>	<b>9.6%</b>	<b>2.8%</b>	<b>6.9%</b>	<b>5.0%</b>

**Summary For The Last 7 Days**

FRIDAY 11 13	1,634	374	150	46	108	70	23%	9%	3%	7%	4
SATURDAY 11 14	1,134	294	114	40	80	60	26%	10%	4%	7%	5
SUNDAY 11 15	1,079	278	104	33	84	57	26%	10%	3%	8%	5
MONDAY 11 16	1,600	363	127	46	121	69	23%	8%	3%	8%	4
TUESDAY 11 17	1,584	332	111	38	107	76	21%	7%	2%	7%	5
WEDNESDAY 11 18	1,590	351	129	34	114	74	22%	8%	2%	7%	5
THURSDAY 11 9	1,570	386	148	40	123	75	25%	9%	3%	8%	5

\* **Unplanned leave includes:** absent without leave (AWOL), claimed industrial injury, leaves, suspension, sick on run...  
+ **Other reasons includes:** 1 Day vacation, banked holiday, floating holiday, jlmb, birthday, non-driving status, training.